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Merrimack Valley Regional Transit Authority

85 Railroad Avenue
Haverhill, MA 01835

Fixed Bus Route Information

The Communities We Serve

The MVRTA's fixed route bus system operates in the Merrimack Valley communities of Amesbury, Andover, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, North Andover and Salisbury.

The MVRTA also provides service to the Lowell Transit Center for connections with the Lowell Regional Transit Authority.

Fare Information

The following information details the MVRTA's fixed route bus system. The full fare rate is $1.25 and a half fare rate of .60¢ is available to Senior Citizens (age 60 and older) and to individuals that are Transportation Disabled.
Transfers to other MVRTA fixed route buses are offered for free if requested when boarding an MVRTA fixed route bus.

A valid Medicare card may be used as proof of age and/or disability to qualify for half-fare.

Accessibility

All buses are wheelchair accessible and are equipped with kneelers. We may not be able to accommodate you if your wheelchair/scooter is longer than 48" or wider than 30" or if your total weight with your wheelchair exceeds 600 pounds.

Fixed Bus Route & Schedule Information:
(978) 469-6878
WWW.MVRTA.COM

The Merrimack Valley Regional Transit Authority

EZ Trans

ADA Customer Manual

Effective November 9, 2014

Tel: 978-469-6878 Option #3

WWW.MVRTA.COM

Overview of ADA Sevice:

This service complements the Merrimack Valley Regional Transit Authority's (MVRTA) fixed bus route service and is an origin to destination shared ride service.

It is provided to those persons with disabilities that meet the definition of eligibility as established under the Americans with Disabilities Act (ADA). This definition relates to the physical or cognitive impairments that prevent use of the MVRTA's fixed route bus system. For more information on the fixed route bus system, please see the back panel of this brochure. All participants must be certified through the MVRTA Office of Special Services.

This service is only available within the 3/4 mile corridor on each side of an MVRTA fixed bus route. The MVRTA fixed bus route system operates in Amesbury, Andover, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, North Andover and Salisbury.

Service is provided with MVRTA lift-equipped vehicles and on occasion is supplemented with other vehicles that may be vans or sedans. This service is intended to safely and efficiently accommodate as many customers per trip as possible.

This customer manual will detail policies that will help you and the other EZ Trans customers receive the best possible service. Please follow these policies to avoid any service disruptions to you and other EZ Trans customers.

How To Schedule A Trip:

- You can call the MVRTA Office of Special Services to reserve a ride at (978) 469-6878 (option 3) or toll free at (877) 308-7267 Monday - Friday 8:00am - 4:30pm.

- All ADA trips must have pick-up and drop-off points within 3/4 of a mile of an MVRTA fixed bus route. If the trip goes beyond the 3/4 mile corridor, then the trip becomes a non-ADA trip and is subject to the appropriate policies and fares.

- Trips may be reserved 2 weeks in advance, but no later than 1 weekday in advance.

- When reserving a trip, there must be at least 1 hour between your requested appointment time and next pick-up.

- When reserving your trip please specify from which entrance of the building you want to be picked up and dropped off.

- When booking your ride, the reservationist will give you a 30 minute window in which the van will arrive. If you are placed on stand-by, it means you will have a ride, but need to call back between 4:30 and 5:00 the night before, or before your scheduled trip on the day of the trip.

- Please be ready to board the vehicle when it arrives. The driver will wait no longer than 5 minutes. If you are not ready and the driver leaves, your trip status will be recorded as a No-Show.

- You will not be able to reschedule another trip for the same day if you miss a trip.

- If the MVRTA vehicle does not come within the 30 minute window, please call the MVRTA Office of Special Services to check the status of your trip.

- Trip cancellations must be made at least 1 hour prior to the start of your pick-up window.

- No same day trips or changes can be made.

- Each customer is allowed to carry a maximum of 2 bags while traveling.

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Service Availability:

ADA Service Hours

Monday - Friday	5:00am - 8:00pm
Saturday	7:00am - 7:00pm
Sunday	7:00am - 7:00pm

Buses will run on a Saturday schedule on Martin Luther King Day, Presidents Day, Patriots Day and Veterans Day.

Andover Extended Hours

For Andover residents for travel in Andover and to The Loop in Methuen.

Monday - Friday	8:00pm - 10:00pm
Saturday	7:00pm - 10:00pm
Sunday	7:00pm - 10:00pm

Service is not available on the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving, and Christmas.

Cost:

ADA

One way trip within 3/4 of a mile of an MVRTA bus route: $2.00

All other trips are considered Non-ADA and are subject to applicable fares.

Ticket books may be purchased by contacting the MVRTA Office of Special Services.

• 10-Ride Book .....$20 • 20-Ride Book $40

All fares must be paid to the driver at the time of travel. Exact fares are encouraged.

Non-ADA

Non-ADA Fare Rates are as follows:

	Haverhill	Lawrence	Methuen	No. Andover	Andover	Amesbury	Newburyport	Merrimac	Salisbury
Haverhill	3.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00	5.00
Lawrence	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00	9.00
Methuen	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00	9.00
Andover	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00	9.00
No. Andover	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00	9.00
Amesbury	5.00	9.00	9.00	9.00	9.00	3.00	3.00	5.00	3.00
Newburyport	5.00	9.00	9.00	9.00	9.00	3.00	3.00	5.00	3.00
Merrimac	3.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00	5.00
Salisbury	5.00	9.00	9.00	9.00	9.00	3.00	3.00	5.00	3.00

Discounted ticket books for travel within 1 zone may be purchased by contacting the MVRTA Office of Special Services.

• 10-Ride Book .....$20 • 20-Ride Book $40

All fares must be paid to the driver at the time of travel. Exact fares are encouraged.

The zones are as follows:

Zone 1: Andover, Lawrence, Methuen, North Andover

Zone 2: Haverhill, Merrimac

Zone 3: Amesbury, Newburyport, Salisbury

PCAs/Companions

When reserving your trip please inform the reservationist if you are traveling with a Personal Care Attendant (PCA) or companion.

- PCA's travel fare free as required by the ADA.
- Companions travel at the same fare as the registered EZ Trans customer.

Service Rules:

• All passengers are required to wear seatbelts.

• All wheelchairs and passengers are to be properly secured at all times. Passengers that are not properly secured will not be transported.

• The type of vehicle that you will ride in will depend on availability.

• Individuals who use a three wheeled device (The Amigo Chair) or any non-standard wheelchair which cannot be securely fastened are encouraged, but not required, to transfer to a vehicle seat.

• Unsafe behavior or destruction of MVRTA property will not be tolerated. If such behavior occurs, the passenger could be required to leave the vehicle immediately.

• Under no circumstance is the driver responsible for any of the actions taken by a customer before, during, or after their trip.

• Customers should not be riding alone in an MVRTA vehicle if they cannot be left unattended.

• Eating, drinking, smoking, or playing of loud music on the vehicles is not permitted.

• Tipping is not allowed.

Service Disruptions:

Here are a few points to keep in mind that will help ensure efficient service.

No Show:

This disruption occurs when the MVRTA vehicle arrives at the specified location within the 30 minute window and the customer is not ready or does not take the scheduled trip.

Late Cancel:

This disruption occurs when a customer fails to notify the MVRTA Office of Special Services of a cancellation at least 1 hour prior to the scheduled pick-up time.

Disruption Penalties:

The MVRTA Office of Special Services has established the administrative process outlined below to suspend, for a reasonable period of time, the provision of complimentary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips. Each individuals trip history will be assessed to see if a pattern or practice of missing scheduled trips exists.

Third Incident in a 6-month period

You will receive written notification of the service disruption.

Fourth Incident in a 6-month period

You will receive written notification of the service disruption.

Fifth Incident in a 6-month period

You will receive a final warning notifying you of your service disruption and that your service will be suspended should you receive another disruption of that nature.

Sixth Incident in a 6-month period

You will receive written notification that will inform you that your service has been suspended for a period of 14 days. You will be notified 2 weeks in advance of the suspension date. Each incident after your 6th incident within a 6-month period will result in an additional 7-day suspension.

*The MVRTA Office of Special Services retains the discretion to impose service suspensions with any disruption that it considers inappropriate up to and including indefinite suspension for a first time disruption.

Appeal of Penalties:

If you disagree with any penalty imposed, you must notify the MVRTA Office of Special Services within 14 days of the date you received the written notification. Your appeal will be reviewed and a final decision will be made. Until you are notified of the findings you will receive EZ Trans services pending the results of the review.

Comments/Complaints:

The MVRTA Office of Special Services would like to hear all of your comments or complaints in order to help the MVRTA in evaluating and improving the EZ Trans program.

The following is contact information for the MVRTA Office of Special Service:

MVRTA Office of Special Services
85 Railroad Avenue
Haverhill, MA 01835
Tel. (978) 469-6878 option 3 or
toll free at (877) 308-7267
Fax (978) 521-5956
Email: specialservices@mvrta.com

Visitor Information:

If an individual lives outside the MVRTA service area and claims that they are ADA eligible, they can use the ADA EZ Trans services for 30 days. They will be sent a visitor acceptance letter and an ADA brochure.

All passengers are still required to be picked up/dropped off within the MVRTA region.